Product Number: 2866.01.09

ACTUATE REPORTING

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Actuate is the only Business Intelligence (BI) solution that meets 100% of users' needs with a complete set of BI functionality delivered within an Enterprise Reporting Application experience. Actuate-built applications ensure that 100% of users adopt critical information into their day-to-day activities to improve overall agency performance. These applications are developed and deployed on the industry's most scalable and flexible reporting application platform, making Actuate the only BI platform that can scale to reach almost unlimited users with a single application.

Actuate provides a complete suite of easy-to-use products to meet the reporting and analysis needs of any employee, agency or department

- Full line of decision support tools accessible within a single interface, such as Web reports, dashboards, parameterized reports, analytics, spreadsheets and ad hoc query
- On demand information delivered over the Web in an intuitive portal interface
- Interface that adapts to the familiar look and feel of existing applications
- Limitless presentation formats

PRODUCT FEATURES AND DESCRIPTIONS

FEATURE	DESCRIPTION
Current version	Actuate iServer version 8 with Page Level security
Server-Based Reporting	The Actuate iServer handles the processing for most end-user interactive viewing functions, thus eliminating large downloads to client browsers.
Express Content	Provides short wait times for multi-page reports by sending the first page as soon as it is generated. No waiting for the entire report.
Active Portal	Users can choose from multiple "skins" to personalize their experience while accessing stored reports, executing on demand reports or scheduling new jobs.

Open Connectivity to Data Sources	Supports access to any data source (e.g. DB2, SQL, Sybase, Oracle, ODBC, IDBC, XML) to create reports and spreadsheets, enabling information delivery from anywhere to anyone.
Interactive, Actionable Content	The data delivered can be live and highly interactive. Users can drill to detailed business data using default navigation and data searching facilities, making it simple to locate precise information.
Flexible Reporting	Users can access reporting content on either a "push" or "pull" basis, by simply visiting a web page to access reports or by receiving emails with attached reports.
Multiple Output Formats	Output formats include: HTML, DHTML, Excel for visual consumption, Adobe PDF for printing, and XML for electronic processing by other applications. You can deliver the exact output your end-users want in the format they prefer.
Role-Based Security	You may control user access to reporting content based on roles and access controls for an entire report or a subset of content.
Page-Level Security	This allows you to create one report that delivers personalized user-by-user content to thousands of users. Each user views only the content that applies to them, thus increase system efficiency.
Scheduled Report Generation	Actuate iServer features an advanced scheduling mechanism that allows administrators to specify the frequency with which scheduled reports are generated, individually and in bulk.

FEATURES NOT INCLUDED

FEATURE	EXPLANATION
Report Designer	The Actuate Report Designer client may be licensed separately
Report Testing Services	DET will provide testing services for customers before their reports are deployed for production. See "Report Testing Services" below for more information.

RATES AND BILLING

FEATURE	DESCRIPTION	FY09 BASE RATE
Monthly charges	Charge per page or page view	$0.17
One time charges	Setup Fee	No Charge
Optional one time charges	Consulting services (as needed) Report Designer Report Designer Annual Maintenance Report Testing Service	75.00/hour $995.00 $199.00 75.00/hour

ORDERING AND PROVISIONING

An order form is available on the *its.utah.gov* web site. Select **Products and Services**, then **Hosting Products and Services**, and finally, **Actuate Report Hosting**. The Order Form can be found in the right panel. If you need further help, please contact your Customer Relationship Manager.

DTS/DET RESPONSIBILITIES

DET maintains the production and testing server environments

DET licenses the Actuate product and keeps current on the annual maintenance contract

DET is the point of contact with Actuate to resolve problems and questions

DTS/AGENCY RESPONSIBILITIES

The customer is responsible to create reports that operate efficiently in the production environment

Should a report usurp system resources to the point that other users lose server responsiveness, the customer agrees to allow DET to remove the report until it can be re-written to better share resources

Call the DTS Customer Support Center to report any problems you encounter – (801) 538-3440

GENERAL SERVICE LEVELS AND METRICS

All technical incidents and service requests, and certain types of orders, related to products and services provided by DTS will be reported to the DTS Enterprise Service Desk or to specialized Help Desks that support State agencies or DTS divisions and regions. All incidents and requests will be captured in the DTS Remedy Help Desk application. DTS staff will provide timely acknowledgement and resolution of technical incidents and service requests.

DTS support staff, including staff directly assigned to the DTS Enterprise Service Desk, will exert all reasonable efforts to meet the Time to Initial Response (TIR) and Total Time to Resolution (TTR) targets set forth below.

The DTS Enterprise Service Desk is accessible 24x7 by telephone at 538-3440 or 800-678-3440. Live chat and direct user reporting of incidents are also available on the DTS website at dts.utah.gov. Published "Business Hours" for the DTS Service are 7:00 AM-6:00 PM, Monday-Thursday. Hours of support/on-call coverage varies by agency/division/region and product.

Incident Response and Resolution Targets

Time to Initial Response Targets	% Tickets	Total Time to Resolution Targets	% Tickets
Low priority – 1 Business hour	75%	Low priority - 6 Business hours	75%
Medium priority – 1 Business hour	75%	Medium priority - 3 Business hours	75%
High priority – Attempt Warm Transfer	90%	High priority - 4 Clock hours	75%
Urgent priority – Immediate Warm Transfer	95%	Urgent priority - 3 Clock hours	100%

Customer Satisfaction Surveys and Reporting

All users/customers whose technical incidents are resolved by DTS staff will be given the opportunity to respond to an on-line survey regarding their level of satisfaction with the support received from DTS. Responding to the survey is voluntary.

Periodic reports will be created showing the level of satisfaction with resolution of incidents by specific support groups and the level of satisfaction of users by agency.

Customer Satisfaction Targets

Metric Description	Target
Average level of satisfaction with resolution efforts	≥ 4.2 on a scale of 0 - 5
Percentage of respondents expressing satisfaction (vs. dissatisfaction)	93% of respondents satisfied